

Memorial Beach 2021 FAQ

(Revised 6/14/2021)

We are pleased to open Memorial Beach for the summer of 2021. No one wants to provide enjoyable experiences for our community more than Recreation & Parks does, so please enjoy it respectfully.

1. **How much does it cost?** Summer of 2021 we will be offering a few different opportunities to enjoy the beach.

A. Season Weekday Membership Pass: The pass allows you access to the beach during normal operating hours, 12:00 - 7:30 pm, Monday - Friday. This weekday membership pass will also get you a discount on the weekend daily admission rates (see below).

Weekday Membership Pass fees are; \$30 adult, \$20 child (ages 2-17), \$15 senior (age 60 and older)

B. Daily Admission (Weekday): Weekday daily fees are; \$6 adult, \$4 child, \$2 senior and under 2 free (documentation required) and does not require pre-registration.

C. Daily Admission (Weekend): Weekend access can only be done by purchasing daily admission online (**ONLINE ONLY**). The weekend daily admission will go live on the Monday before each weekend at 6:00 am. **Weekend admission will be \$8 per person, regardless of age.**

***Please Note:** (If you have purchased a Season Weekday Membership Pass and want to purchase a weekend daily admission you must follow the normal online process, but when you go to purchase - "add to your cart" the price will show \$8, but at check out your purchase will show the membership discount of - \$6 adult, \$4 child, \$2 senior and under 2 free (documentation required)*

2. How to register?

1. Log into Community Pass
2. Select Browse Activities under Recreation and Parks
3. **Select from A or C above under "Memorial Beach 2021"**
4. Choose Season pass or weekend daily admission for date desired
5. Select "Show Sessions"
6. Add to cart, select participants
7. Scroll to top of screen and select "Check Out"
8. Payment needs to be processed ONLINE, there will be no paying at the gate.
9. Once your reservation is complete, you should receive a confirmation email with your receipt.

3. **Hours?** We will be open daily from 12:00-7:30 pm, weather permitting.

4. **When does the beach open?** We are scheduled, weather permitting, to open Monday, June 21 and will be open through Sunday August 15, 2021.

5. **Will there be lifeguards?** Yes, our lifeguards will be on duty when the beach is open and our manager or gate attendant will be onsite to answer your questions.

6. **Will we be able to reserve a spot online?** You can go on and register for the Season Weekday Membership Pass at any time, we recommend you doing this ahead of time in the convenience of your own home. If you have purchased a season pass in past years and still have

your passes from 2019 or earlier, all you are doing is “recharging” those passes. If you have not purchased a pass before or have lost your pass(es) (*there will be a \$5 replacement charge per season pass*) then you will need to come to The Cole Center to get new Season Weekday Membership passes. Again, we recommend going online and doing this ahead of time so that when you come to our office, during normal operating hours, (summer hours, 7:30 am - 4:30 pm Monday-Thursday and 7:30 am - 3:00 pm Fridays) all we need to do is activate the new passes.

7. **Will I get a refund if I forget to show up for my daily admission?** No, unfortunately you are paying for your reservation and have taken that spot out of circulation. **Any request to cancel must occur before noon on the Friday before your reservation.** If it is requested prior to noon on Friday then you will receive a credit to your online account for another visit. Credits remaining on your account at the end of the season will be refunded or can be used toward another program fee.

8. **Will I get a refund if the beach closes for weather or other unforeseen circumstances?** If we close the beach *PRIOR* to the opening of your selected daily admission, you will receive a full credit to your online account to be used at a later date. If we have to close the beach during the day after the beach has opened, no credits will be issued. Credits remaining on your account at the end of the season will be refunded or can be used toward another program fee.

9. **Can I show up and pay at the gate if capacity isn't full?** Monday - Friday - yes. Weekend daily admission can be purchased until 12 noon on each weekend day, **we will not be accepting walk-ins on weekends.** You can however, register from your mobile device and pay online prior to arrival if there is still space, then show your electronic receipt.

10. **How will you know I registered online?** Your name will be matched against our weekend daily attendance roster. You must bring your receipt (electronic acceptable) and a photo ID for all adults in your household entering the beach. If your ID does not match your Natick address, you must bring a utility bill or lease to verify residency. **You will not be allowed onto the beach if you are unable to verify residency.**

11. **My neighbor doesn't have an online account, can I add them to my household (or bring my neighbor's child)?** No, all households must have their own account and can only register immediate family members within the same household. When we verify your receipt, we will ensure your name and address match your ID. You can only register family members CURRENTLY living within your Natick address.

12. **Can I bring my family from another state or town?** No, unfortunately due to the capacity limitations Memorial Beach is for Natick Residents only for the summer of 2021

13. **How will we know when the beach has reached capacity?** The online system will not allow more than capacity to register. If capacity is reached you can put your names on the waiting list and if someone cancels prior to noon on Friday we will notify you that there is now space available. You will also be able to view how many spaces are available.

14. **What is the beach capacity?** We will admit 220 people per day

15. **Why is there a capacity limit?** Natick, along with the rest of the nation, is experiencing a lifeguard shortage. Limiting our capacity allows us to provide appropriate coverage of the swimming area.

16. **What is the minimum age to attend the beach by themselves?** You will need to be a **minimum of 10 years of age or older** to attend without a parent or guardian.

17. **How will we know where to sit?** Summer 2021 will be general admission seating. ☺

18. **Do we need to wear a mask at all times?** No. We are following State of Massachusetts guidelines and the state suggests/recommends that anyone who has not been fully vaccinated should wear a mask when they cannot socially distance themselves. Wearing of masks will not be mandatory and will be up to the individual/family unit.
19. **Are you offering swim lessons or a swim team this year?** We will be offering swim lessons, please go to the following link for schedule and swim level skills so that you can make an informed decision on what level to place your child. <https://www.natickma.gov/recreation>.
We will have our Summer Swim Team - registration goes live online at 8:00 am on Wednesday June 16, go to the link above and register under Recreation Summer 2021.
20. **Are you offering concessions this year?** Unfortunately we will not be offering concessions this summer.
21. **Are there changing rooms and showers?** There are bathrooms but no showers, we suggest you arrive and leave in your beachwear.
22. **Will there be trash barrels available?** No, you must carry out anything you carried in. Trash policy: "Carry in, Carry out".
23. **Will the docks be available?** Yes the docks and ladders will be available, the diving board will be closed indefinitely.
24. **What age determines a child, adult, and senior?** Child (2-17) Adult (18-59) Senior (60+) If your child is under 2 before July 1st, they get in for free.

Questions or comments can be directed to recreation@natickma.org or 508-647-6530